

IT Professional Technical Services

SITE Program

T#:14ATM

Request for Offers (RFO)

For Technology Services

Issued By

MNsure (Minnesota Insurance Marketplace)

Project Title: Health Insurance Exchange Electronic Data Report Production

Categories: Architect (1 position) and Business Analyst (1 position)

Notes:

- 1) This RFO will result in the selection of two individuals – one architect and one business analyst – whose experiences will complement each other.
- 2) Responding vendors must be contracted to provide both architects and business analysts in their SITE master contracts. Although not a requirement, it is the desire of MNsure to contract with one company if possible for both categories.

Business Need and Project Deliverables

The consultants will produce, develop, maintain and troubleshoot EDI files. The consultants will:

- 1) produce and transmit enrollment files to MNsure carriers at least twice per week and at increased frequencies as systems and processes permit;
- 2) work and assist MN.IT vendors to complete the build out of MNsure EDI files to include automated 820s, effectuation files, audit files, a federal 834 file and any changes need to support renewal of current enrollees during the Fall 2014 open enrollment period;
- 3) take the lead role in working with MNsure internal processes to develop and vet lists of which enrollments and payments may be sent in each file (This will require extensive comparisons to master enrollment data files and against manual enrollment files. Consultant will be responsible for conducting these comparisons and reporting results to management.);
- 4) respond to questions and issues from carriers about EDI files, reporting of anomalies within the files, production issues with files overall, etc.;
- 5) develop a thorough understanding of the “end to end” process in EDI files and identify opportunities for improvement; perform overall role of quality assurance around MNsure EDI files to minimize transmission of duplicate enrollment transactions and ensure that all enrollments and payments are sent to carriers;
- 6) document all existing and future processes related to EDI files;
- 7) work with IT vendors to review and finalize EDI companion guides; and,
- 8) develop updated production support model documentation for carriers.

Project Schedule

Estimated Start Date: July 30, 2014

Estimated End Date: April 15, 2015

Project Environment

Consultants will primarily work with MNSure's Policy and Planning Management unit but will also interact with other MNSure operating units and consultants, its carriers and other MNSure stakeholders.

Consultants will be provided standard MNSure hardware with standard software applications required to properly conduct their business and successfully complete the deliverables.

All work will be completed at the MNSure headquarters which is located at 81 Seventh Street East, Saint Paul, MN. MNSure is easily accessible by Metro Transit and parking is available nearby. Parking is not provided by MNSure.

Project Requirements

All work completed must comply with:

- Statewide Enterprise Architecture Standards, and
- Statewide Project Management methodology.

Responsibilities Expected of the Selected Vendor

Consultants must pass two required computer-based security training classes prior to commencement of work.

Required Skills (to be scored as pass/fail)

Required minimum qualifications based on individual's resume:

- Minimum of two (2) years experience producing EDI files (834, 820, effectuation, audit, etc.); and
- Minimum of two (2) projects experience engaged in project similar to the engagement described above.

Desired Skills

- Experience using V lock up;
- Experience analyzing current processes and implementing improvements resulting in increased efficiency and robustness of EDI processes;
- Ability to communicate clearly to a variety of stakeholders; and
- Ability to work independently as well as a member of a team.

Process Schedule

Deadline for Questions	07/16/2014, noon CT
Anticipated Posted Response to Questions	07/17/2014, noon CT
Proposals/Resumes Submission Deadline	07/22/2014, noon CT
Anticipated Proposal/Resumes Evaluation Begins	07/23/2014
Anticipated Decision and Awarding of Work Order	07/24/2014
Work Commences (estimated)	07/30/2014

Questions

Any questions regarding this Request for Offers must be submitted via e-mail no later than 12:00 p.m. (noon) Central Time on Wednesday, July 16, 2014 to:

Name: Kevin Marsh, Chief Procurement Officer

Email Address: Kevin.Marsh@state.mn.us

Questions and answers will be posted via an addendum to the RFO on the Office of MN.IT Services website (<http://mn.gov/buyit/14atm/rfo/active.html>) according to the process schedule above.

Other persons ARE NOT authorized to discuss this RFO or its requirements with anyone throughout the selection process and responders should not rely on information obtained from non-authorized individuals. If it is discovered a Responder contacted other State staff or consultants other than the individual above, the responder's proposal may be removed from further consideration.

The STATE reserves the right to determine if further information is needed to better understand the information presented. This may include a request for a presentation.

RFO Evaluation Process

- Individuals' Experience: 70%
- Hourly Billable Rate/Cost: 30%

This Request for Offers does not obligate the state to award a work order or complete the assignment, and the state reserves the right to cancel the solicitation if it is considered to be in its best interest. The Organization reserves the right to reject any and all proposals.

Submission Format

The proposal should be assembled as follows:

Cover Page:

Vendor Name
Vendor Address
Vendor City, State, Zip
Contact Name for Vendor
Contact's direct phone/cell phone (if applicable)
Contact's email
Resource Resumes (multiple submissions of both architects and business analysts encouraged)

Overall Experience:

1. Points will also be awarded based on the skills identified above. Provide one paragraph which highlights the resource's desired skills noted above.
 2. Attach a resume(s) for proposed resource(s) in addition to the narrative description. Be certain the resume has dates of work and notes whether the resource was an employee or consultant.
 3. Also include the name of two or more references who can speak to the resources work on a similar project. Include the company name and address, reference name, reference email, reference phone number and a brief description of the project this resource completed.
- Conflict of interest statement as it relates to this project (if applicable)
 - Required forms to be returned or additional provisions that must be included in proposal
 - a) Affirmative Action Certificate of Compliance (if over \$100,000)
<http://www.mmd.admin.state.mn.us/doc/affaction.doc>
 - b) Affidavit of non-collusion
<http://www.mmd.admin.state.mn.us/doc/noncollusion-2.doc>
 - c) Certification Regarding Lobbying (if over \$100,000)
<http://www.mmd.admin.state.mn.us/doc/lobbying.doc>
 - d) Veteran-Owned/Service Disabled Veteran-Owned Preference Form (if applicable)
<http://www.mmd.admin.state.mn.us/doc/vetpref.doc>
 - e) Resident Vendor Form (if applicable)
<http://www.mmd.admin.state.mn.us/doc/residentvendorform.doc>

Proposal Submission Instructions

Offers must be submitted using e-mail. Offers submitted using other methods **WILL NOT** be accepted and/or considered.

E-mail with the .pdf Offer file attached must be transmitted to the following e-mail address no later than 12:00 p.m. Central Time (noon CT) on Tuesday, July 22, 2014 to:

E-mail Address: Kevin.Marsh@state.mn.us [Kevin Marsh, Chief Procurement Officer]

E-mail Subject Line: MNSure EID Project Support Offer

Vendors submitting Offers will receive e-mail confirmation acknowledging receipt of their Offers.

The following **WILL NOT** be accepted and/or considered:

- Late Offers; or
- Offers submitted by fax; or
- Offers submitted in hard copy and mailed, expressed or personally delivered to MNSure.

All costs incurred in responding to this RFO are the responsibility of the Responder.

- **A copy of the response must also be sent to MNIT.SITE@state.mn.us for vendor performance tracking.**
- **You must submit either an e-mail with your response or an e-mail notification that you will not respond to MNIT.SITE@state.mn.us. Failure to do either of these tasks will count against your program activity and may result in removal from the program.**

General Requirements

Proposal Contents

By submission of an Offer, Responder warrants that the information provided is true, correct and reliable for purposes of evaluation for potential award of this work order. The submission of inaccurate or misleading information may be grounds for disqualification from the award as well as subject the responder to suspension or debarment proceedings as well as other remedies available by law.

Liability

Indemnification

In the performance of this Contract by Contractor, or Contractor's agents or employees, the Contractor must indemnify, save, and hold harmless the State, its agents, and employees, from any claims or causes of action, including attorney's fees incurred by the State, to the extent caused by Contractor's:

- a) Intentional, willful, or negligent acts or omissions; or
- b) Actions that give rise to strict liability; or
- c) Breach of contract or warranty.

The indemnification obligations of this section do not apply in the event the claim or cause of action is the result of the State's sole negligence. This clause will not be construed to bar any legal remedies the Contractor may have for the State's failure to fulfill its obligation under this Contract.

Disposition of Responses

All materials submitted in response to this RFO will become property of the State and will become public record in accordance with Minnesota Statutes, section 13.591, after the evaluation process is completed. Pursuant to the statute, completion of the evaluation process occurs when the government entity has completed negotiating the contract with the selected vendor. If the Responder submits information in response to this RFO that it believes to be trade secret materials, as defined by the Minnesota Government Data Practices Act, Minn. Stat. § 13.37, the Responder must: clearly mark all trade secret

materials in its response at the time the response is submitted, include a statement with its response justifying the trade secret designation for each item, and defend any action seeking release of the materials it believes to be trade secret, and indemnify and hold harmless the State, its agents and employees, from any judgments or damages awarded against the State in favor of the party requesting the materials, and any and all costs connected with that defense. This indemnification survives the State's award of a contract. In submitting a response to this RFO, the Responder agrees that this indemnification survives as long as the trade secret materials are in possession of the State.

The State will not consider the prices submitted by the Responder to be proprietary or trade secret materials.

Conflicts of Interest

Responder must provide a list of all entities with which it has relationships that create, or appear to create, a conflict of interest with the work that is contemplated in this request for proposals. The list should indicate the name of the entity, the relationship, and a discussion of the conflict.

The responder warrants that, to the best of its knowledge and belief, and except as otherwise disclosed, there are no relevant facts or circumstances which could give rise to organizational conflicts of interest. An organizational conflict of interest exists when, because of existing or planned activities or because of relationships with other persons, a vendor is unable or potentially unable to render impartial assistance or advice to the State, or the vendor's objectivity in performing the contract work is or might be otherwise impaired, or the vendor has an unfair competitive advantage. The responder agrees that, if after award, an organizational conflict of interest is discovered, an immediate and full disclosure in writing must be made to the Assistant Director of the Department of Administration's Materials Management Division ("MMD") which must include a description of the action which the contractor has taken or proposes to take to avoid or mitigate such conflicts. If an organization conflict of interest is determined to exist, the State may, at its discretion, cancel the contract. In the event the responder was aware of an organizational conflict of interest prior to the award of the contract and did not disclose the conflict to MMD, the State may terminate the contract for default. The provisions of this clause must be included in all subcontracts for work to be performed similar to the service provided by the prime contractor, and the terms "contract," "contractor," and "contracting officer" modified appropriately to preserve the State's rights.

IT Accessibility Standards

All documents and other work products delivered by the vendor must be accessible in order to conform with the State Accessibility Standard. Information about the Standard can be found at: <http://mn.gov/oet/programs/policies/accessibility/>.

Nonvisual Access Standards

Nonvisual access standards require:

1. The effective interactive control and use of the technology, including the operating system, applications programs, prompts, and format of the data presented, are readily achievable by nonvisual means;
2. That the nonvisual access technology must be compatible with information technology used by other individuals with whom the blind or visually impaired individual must interact;
3. That nonvisual access technology must be integrated into networks used to share communications among employees, program participants, and the public; and

4. That the nonvisual access technology must have the capability of providing equivalent access by nonvisual means to telecommunications or other interconnected network services used by persons who are not blind or visually impaired.

Preference to Targeted Group and Economically Disadvantaged Business and Individuals

In accordance with Minnesota Rules, part 1230.1810, subpart B and Minnesota Rules, part 1230.1830, certified Targeted Group Businesses and individuals submitting proposals as prime contractors will receive a six percent preference in the evaluation of their proposal, and certified Economically Disadvantaged Businesses and individuals submitting proposals as prime contractors will receive a six percent preference in the evaluation of their proposal. Eligible TG businesses must be currently certified by the Materials Management Division prior to the solicitation opening date and time. For information regarding certification, contact the Materials Management Helpline at 651.296.2600, or you may reach the Helpline by email at mmdhelp.line@state.mn.us. For TTY/TDD communications, contact the Helpline through the Minnesota Relay Services at 1.800.627.3529.

Veteran-Owned Preference

In accordance with Minn. Stat. § 16C.16, subd. 6a, (a) Except when mandated by the federal government as a condition of receiving federal funds, the commissioner shall award up to a six percent preference on state procurement to certified small businesses that are majority-owned and operated by:

1. recently separated veterans who have served in active military service, at any time on or after September 11, 2001, and who have been discharged under honorable conditions from active service, as indicated by the person's United States Department of Defense form DD-214 or by the commissioner of veterans affairs;
2. veterans with service-connected disabilities, as determined at any time by the United States Department of Veterans Affairs; or
3. any other veteran-owned small businesses certified under section 16C.19, paragraph (d).

In accordance with Minn. Stat. § 16C.19 (d), a veteran-owned small business, the principal place of business of which is in Minnesota, is certified if it has been verified by the United States Department of Veterans Affairs as being either a veteran-owned small business or a service disabled veteran-owned small business, in accordance with Public Law 109-461 and Code of Federal Regulations, title 38, part 74.

To receive a preference the veteran-owned small business must meet the statutory requirements above by the solicitation opening date and time.

If you are claiming the veteran-owned preference, **attach documentation, sign and return the Veteran-Owned Preference Form with your response to the solicitation.** Only eligible veteran-owned small businesses that meet the statutory requirements and provide adequate documentation will be given the preference.

Foreign Outsourcing of Work Prohibited

All services under this contract shall be performed within the borders of the United States. All storage and processing of information shall be performed within the borders of the United States. This provision also applies to work performed by subcontractors at all tiers.